SERVICE CATALOG

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Important Links

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Various staff photos, service marketing, etc.

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Introduction

The State Information Technology Services Division (SITSD) provides a shared service delivery and support model that is focused on enabling our customers to meet their business needs in a reliable, secure and efficient manner. This model allows for skills, resources and assets to be leveraged while costs are reduced through economies of scale and standardized solutions.

The SITSD Service Catalog provides an organized listing of its service offerings, which are available for state agencies and other public entities. The service descriptions within the catalog include specific service details such as defined levels of service, support options, service-specific responsibilities, service requirements, service options and ordering instructions.

For customers with compelling business requirements that fall outside standard service offerings, SITSD may coordinate the development, provision and support of a custom solution. Customers may contact their SITSD Customer Relationship Manager (CRM) for assistance with their custom service needs. The details of custom services will be documented in a Memorandum of Understanding (MOU).

Service Conditions

- SITSD is responsible for establishing terms and conditions as set forth in 2-17-51 MCA and 2.12.101 ARM.
- SITSD is responsible for establishing rates and other charges for services provided.
- SITSD and our customers shall adhere to Enterprise Standards and Polices.
- SITSD and our customers shall follow all global terms and conditions as well as service-specific responsibilities and requirements as outlined in the service catalog unless other arrangements have been agreed upon and documented.
- STISD will support the current vendor product version plus one older version where applicable.
- Customers must maintain and upgrade their application version levels to be compatible with SITSD provided services.
- Customers may cancel the use of a service at their sole discretion. SITSD requests a 30 day written notice of intent to terminate.
- If SITSD discontinues a service offering, they will provide written notice to customers at least 90 days prior to termination of the service.

Customer Relationship Management

SITSD provides account management services to all customers. A Customer Relationship Manager (CRM) is assigned to each customer as its primary business contact. The CRM will:

- Develop a positive customer service relationship with our customers.
- Maintain an understanding of our customer's current and future SITSD service needs.
- Assist in service request and fulfillment.
- Review and report on service quality and customer satisfaction on a regular basis.
- Assist customers with SITSD processes as needed.
- Provide information and news to our customers concerning SITSD services in a timely manner.

Service Desk

SITSD service support is coordinated by the SITSD Service Desk. Our goal is to continuously improve services and constantly strive to exceed the customer's expectations. The Service Desk will provide customers with a positive, courteous, professional contact to resolve and facilitate incidents, problems and services by utilizing IT resources.

The Service Desk hours are 8:00 AM - 5:00 PM Monday through Friday. The phone number is (406) 444-2000 or 800-628- 4917. The Service Desk is closed on state holidays. Outside of these hours, standby-support is available for critical problems for select services by calling the above telephone numbers.